



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## CONSUMER COMPLAINT INVESTIGATOR II

Job Number: 20001880

Job Code: 98130V150416

Job Group: 9800 - LAW

Job Established: 06/16/1982

Job Revised: 04/16/2015

Grade: 11 Salary (MIN - MID):

\$13,581-\$17,990 - Hourly

\$2,206.92-\$2,923.38 - 37.5 Hr. Monthly Salary

\$2,354.04-\$3,118.28 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

### PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Performs professional level work of a routine and complex nature in the examination, evaluation and investigation of program compliance to detect potential violations of laws and regulations, and to mediate compliance violations where legal action is not appropriate; and performs other duties as required.

### MINIMUM REQUIREMENTS:

#### **EDUCATION:**

Graduate of a college or university with a bachelor's degree.

#### **EXPERIENCE:**

Must have one year experience in the fields of investigating, auditing, consumer education, mediating or resolving complaints or a related field.

#### **Substitute EDUCATION for EXPERIENCE:**

NONE

#### **Substitute EXPERIENCE for EDUCATION:**

Experience in investigating, auditing, consumer education, mediating or resolving complaints or a related field will substitute for the required education on a year-for-year basis.

#### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

Must possess and maintain a valid driver's license prior to appointment in this classification.

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Works independently in the performance of professional level work in the examination, evaluation and investigation of routine and complex complaints concerning potential violations of program laws and regulations, and selects the appropriate strategy for complaint resolution. Conducts routine field investigations and interviews which involve clearly applicable precedents and have relatively limited impact, as well as investigates complaints through oral and written communications to parties involved in the complaint. Mediates complaints where legal action is not appropriate or necessary. Obtains necessary facts and documentation to justify legal action. Coordinates enforcement with federal, state and local agencies. Examines financial documents, accounting records, bank statements, computer records, business records, public documents, insurance records, and other relevant records. Prepares reports, charts and other relevant material setting forth the findings of investigations for hearings and/or courts. Testifies at grand juries, trials or any administrative proceeding. Abides by departmental rules, regulations and policies in performing investigative work.

**UNIQUE PHYSICAL REQUIREMENTS:**

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

May work irregular hours due to nature of investigative work. Will be required to travel in the course of investigations. Works in all types of weather.

**ADDITIONAL REQUIREMENTS:**

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.*